

PROCEDURE 1310.40
Issued: August 9, 2002
Effective Date: August 28, 2002

SUBJECT: Business Intelligence Tools – Database Reporting

APPLICATION: Executive Branch Departments and Sub-units

PURPOSE: To provide a common Business Intelligence (BI) database reporting tool for developers and end users.

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SUMMARY: This standard establishes and identifies the functional requirements and products needed for Business Intelligence (BI) - Database Reporting tools to:

- Assure that agency Database Reporting tools meet the functionality required for developers and end users,
- Maintain consistency in database reporting tool utilization across the enterprise,
- Provide guidance for the appropriate selection of database reporting tools.

APPLICABLE FORMS: None

PROCEDURES:

General Information: The minimum functionality requirements to be used in the selection of Business Intelligence (BI) tools for database reporting are:

1. Query Building
 - Ease of use
 - Semantic layer integration
 - SQL knowledge requirements
 - Query modification
 - End user flexibility
 - Quality of results
2. Development Tool Features
 - Developer capabilities
 - SQL capabilities
 - Online Analytical Processing (OLAP)
 - Report formatting
 - Interfaces (e.g. Excel)
3. Software Design Features
 - Detail lines
 - Decoding
 - Multiple data sources
 - Web based

4. Implementation Features

- Implementation requirements
- Security features
- Software architecture
- Script repository

Functionality: Acknowledging the unique nature of State agencies processes and their need for flexibility within tool sets, a Business Intelligence (BI) survey was developed and distributed to several agencies. The survey was designed to identify what database reporting tools were currently in use, what features the tools offered, and provide comparison data for best product identification(s). Products were evaluated based on the functionality requirements defined above. Several products meeting and exceeding the minimum requirements were chosen for standardization of database reporting tools. The products are:

- BusinessObjects by Business Objects Inc.
- Crystal Reports by Crystal Decisions Inc.
- Discoverer by Oracle Corporation

Recommendations:

Product	Recommendation
BusinessObjects	Best for end user manipulation of reported data.
Crystal Reports	Best for developing structured canned reports.
Discoverer	Available for use with Oracle data sources only.
Note: All products provide appropriate developer capabilities	

Maintenance:

Procurement: The Office of Contract Management, Vendor Relations, Planning and Administration shall approve any acquisition or purchase request that complies with the State's Information Technology Infrastructure Document.

Operational Unit (OU): Any and all projects, consulting requests, equipment and software acquisition requests, or ITB's relating to Business Intelligence Tools - Database Reporting will be subject to review for compliance with this standard.

DIT: The Office of Strategic Policy will review this standard on a continuing basis and make recommendations to the Standing Committee. An appropriate group of staff, representing a wide-range of State Operational Units, will review and possibly revise these standards and guidelines as often as needed.

Exceptions from this standard for reasons other than those outlined above will be made through the exception handling process described in the Exception Process Template.
